


Electronic Filing System (EFS) Data
Electronic Patent Application Submission
USPTO Use Only

EFS ID: 55932
Application ID: 10698854 
Title of Invention: METHODS OF PROVIDING DIRECT
TECHNICAL SUPPORT OVER
NETWORKS
First Named Inventor: W. Matthews
Domestic/Foreign Application: Domestic Application
Filing Date: 2004-02-23
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Submission Type: Information Disclosure
Statement
Filing Type:
Confirmation number: 9330
Attorney Docket Number: 46087.1.8

Total Fees Authorized:


Digital Certificate Holder: cn=Craig F. Taylor,ou=Registered Attorneys,ou=Patent and Trademark
Office,ou=Department of Commerce,o=U.S. Government,c=US
Certificate Message Digest: a49272235f89a66c64c2f2cba0f61b05fbb3e242



TRANSMITTAL

Electronic Version v1.1

Stylesheet Version v1.1.0


Title of Invention	METHODS OF PROVIDING DIRECT TECHNICAL SUPPORT OVER NETWORKS									
<p>Application Number: 10/698854 </p> <p>Date: 2004-02-23</p> <p>First Named Applicant: W. Donald Matthews</p> <p>Confirmation Number: 9330</p> <p>Attorney Docket Number: 46087.1.8</p>										
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Craig F. Taylor Registered Number: 40,199	Craig F. Taylor	Attorney								
<table><tr><td>Documents being submitted</td><td>Files</td></tr><tr><td>us-ids</td><td>46087.1.8IDS-usidst.xml</td></tr><tr><td></td><td>us-ids.dtd</td></tr><tr><td></td><td>us-ids.xsl</td></tr></table>			Documents being submitted	Files	us-ids	46087.1.8IDS-usidst.xml		us-ids.dtd		us-ids.xsl
Documents being submitted	Files									
us-ids	46087.1.8IDS-usidst.xml									
	us-ids.dtd									
	us-ids.xsl									
<p>Comments</p> <p>This IDS is being submitted before the mailing of the first office action and therefore</p>										

does not require a fee. If a fee is required the commissioner is hereby authorized to charge any fees or credit any overpayment to deposit account no. 061910.



ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18
Stylesheet Version v18.0

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Application Number: 10/698854							
Confirmation Number: 9330							
First Named Applicant: W. Matthews							
Attorney Docket Number: 46087.1.8							
Art Unit: 2143							
Search string: (20020059378 or 20020112052 or 20030137544 or 20020055835 or 20020013836).pn.							
US Published Applications							
Note: Applicant is not required to submit a paper copy of cited US Published Applications							
init	Cite.No.	Pub. No.	Date	Applicant	Kind	Class	Subclass
	1	20020059378	2002-05-16	Mustafa		709	205
	2	20020112052	2002-08-15	Brittingham et al.		709	224
	3	20030137544	2003-07-24	Mears et al.		345	810
	4	20020055835	2002-05-09	Carcoba Olivares et al.		704	9
	5	20020013836	2002-01-31	Friedman et al.		709	223
Signature							
Examiner Name				Date			